



# Department of Administration

Joint Appropriations Committee on General Government

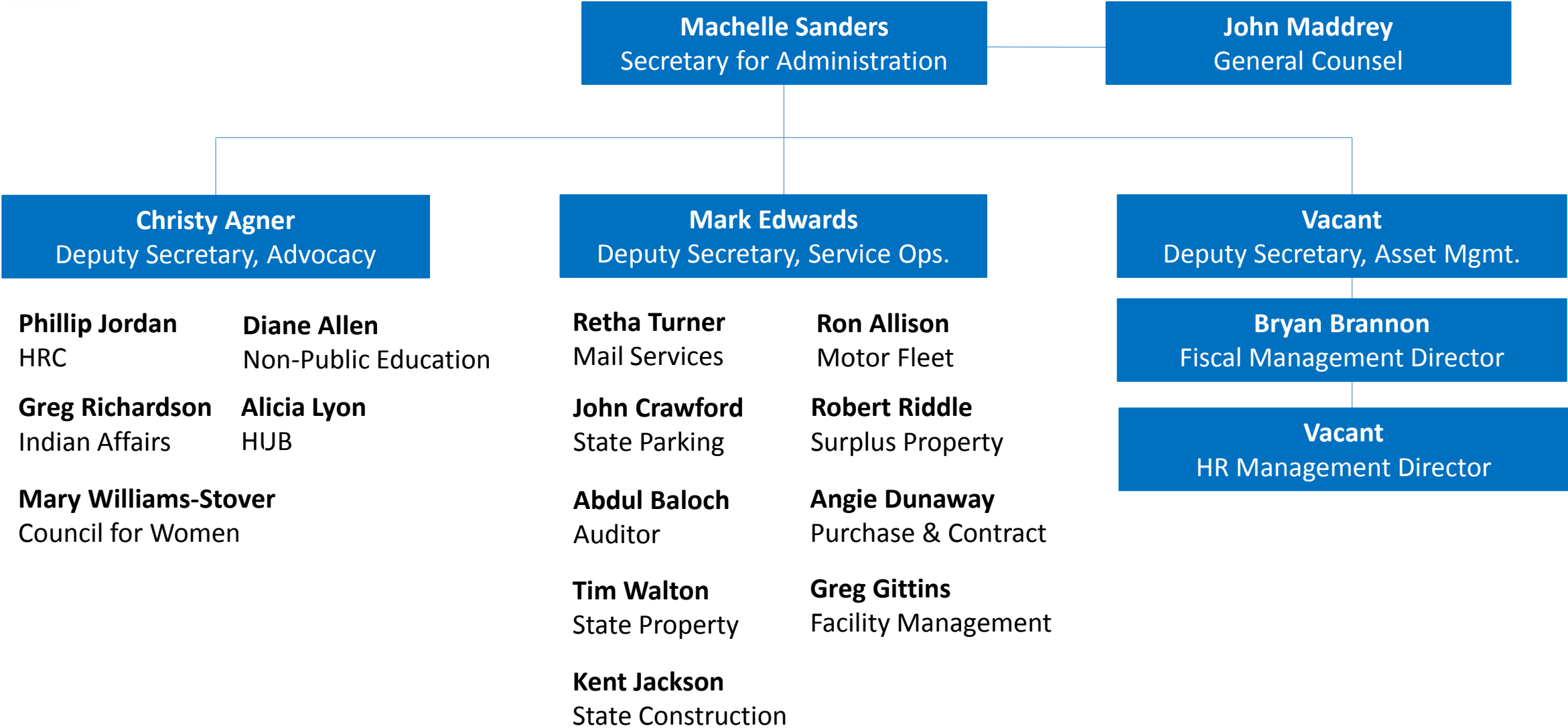
March 22, 2017

# Department Of Administration (DOA)

## Joint Appropriations on General Government

- Organization and DOA Overview
- Budget Highlights
- Current Performance Measures and Examples
- Contract Management Responsibilities and Outcomes
- 2017 Revised Key Performance Indicators (KPIs)
- Excellence in All We Do

# Organization





# Our Mission

The North Carolina Department of Administration shall provide high quality services effectively, efficiently and economically for our customers who are the citizens, agencies and communities of our state.



## Our Vision

DOA is recognized cross state government and within the communities we serve for superior customer service, responsiveness and operational excellence.



# Our Imperatives

1

Explore and implement **new, improved ways** to deliver effective and efficient services to **create value** for taxpayers

2

Provide **superior customer service**

3

Create a **culture of trust** through enhanced employee engagement, openness, and inclusiveness



# Think....Create....Innovate

## Big idea

Create and implement an electronic management system for grants and contracts

### Cost savings/green ideas

- Implement the use of enterprise printers
- Incorporate DOA forms into electronic workflows that allow for on-line approvals, saving time and reducing paper

### Customer service ideas

- Create and implement an electronic tracking system for repairs and renovations
- Re-engineer the work order process as to match the amount of effort and potential risks associate

# Budget Highlights

## **\$450,000 to restore position funding**

Shifts funding of 4.9 FTEs to net General Fund appropriations to more accurately reflect roles in the organization

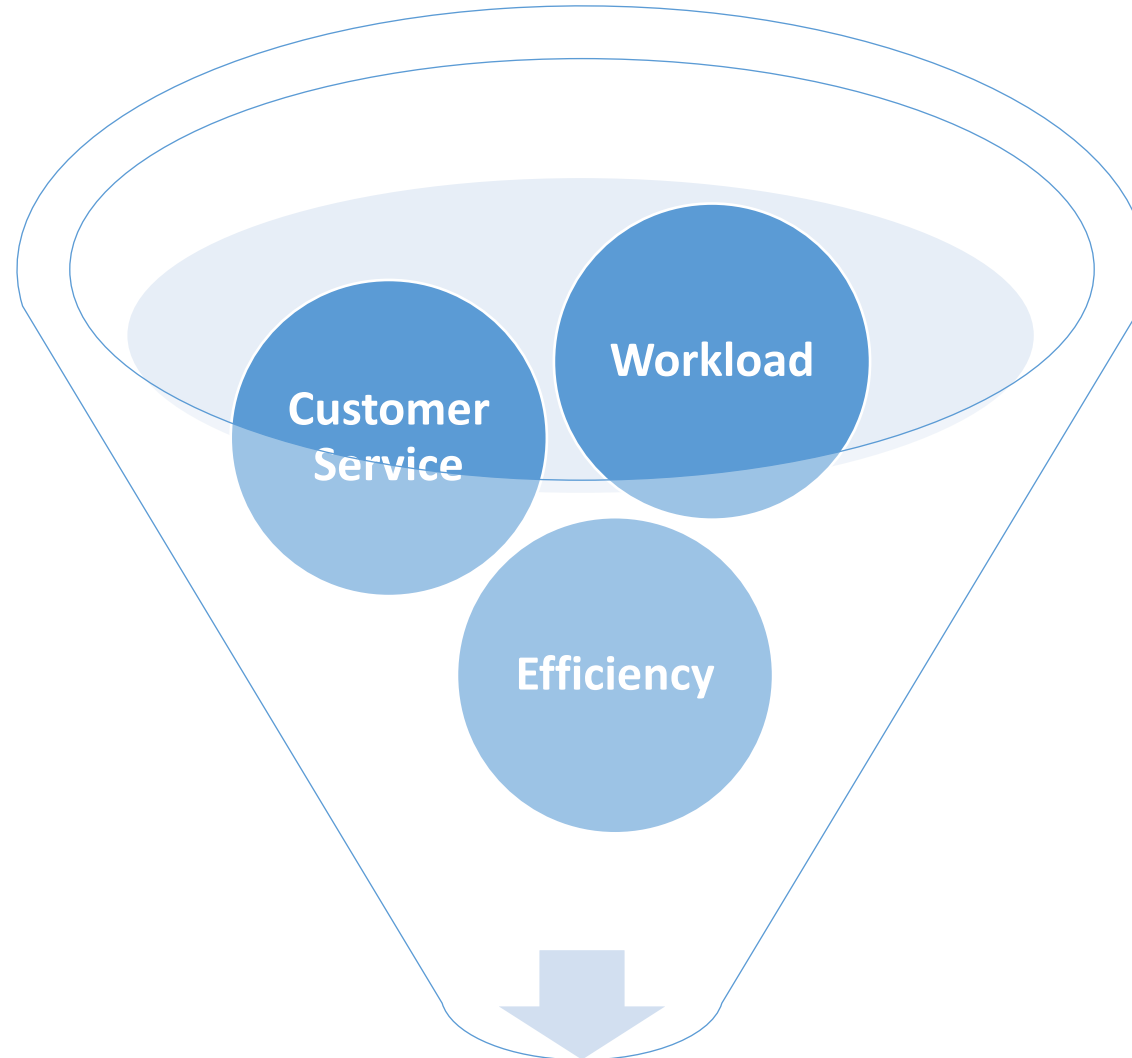
## **\$298,000 to improve contract monitoring and accountability**

Adds four positions to the Purchase & Contract Division to enhance compliance and proficiency

Supports Administration's initiative to consolidate State procurement functions within DOA



# Current Performance Measure Inputs



# Performance Measure Examples

## Fiscal

### Efficiency

- % of invoices paid by due date or within 5 business days of receipt
- % of Accounts Receivables collected within 90 days of invoicing
- % of OSBM deadlines met

### Customer Service

- # of DOA purchases from HUB vendors
- # of DOA division requisitioners trained bi-annually on Purchasing Policies & Procedures

## Advocacy

Division: Non-public Education

### Workload

- # of home school openings, closings and record reviews conducted
- # of Driver Education Certifications (DEC) issued by week
- Call volume by week

### Efficiency

- Process time of new home school registrations
- Process time of DEC's

### Customer Service

- Resolve time of complaints
- Customer survey

## Operations

Division: State Surplus Property

### Workload

- # of surplus items taken in
- Tracking of annual total sales of surplus items

### Efficiency

- Cost savings of reutilization of surplus items
- Total sale funds returned to state agency budgets

### Customer Service

- # of surplus items transferred back to agencies for reutilization
- Annual surveys to client agencies and public customers

# Contract Management Oversight Responsibilities

- Develop standard contracting templates required to be used by all agencies *[G.S. 143-53]*
- Review and approve all contract awards greater than each agency's delegated spend limit (typically, \$25,000) *[G.S. 143-53]*
- Review and approve all proposed contracts greater than \$1 million to ensure that the contract details enforceable performance consistent with the intent of the contract *[G.S. 143-50.1]*
- Conduct compliance reviews of all agencies to assess whether contract formation process complies with State purchasing law and rules *[G.S. 143-53]*



## 2016 outcomes

1137	Total contract awards reviewed
213	Total contracts >\$1M reviewed
37	Total agency compliance reviews

# Contract Management Oversight Responsibilities

## 2016 outcomes

- Monitor and enforce terms of Statewide Term Contracts
- Develop regulations and procedures for each agency to monitor and enforce its contracts
- Training of agency staff in contract administration and in contract terms and conditions



21

Current Statewide  
Term Contracts

80

Contract review  
meetings with vendors

209

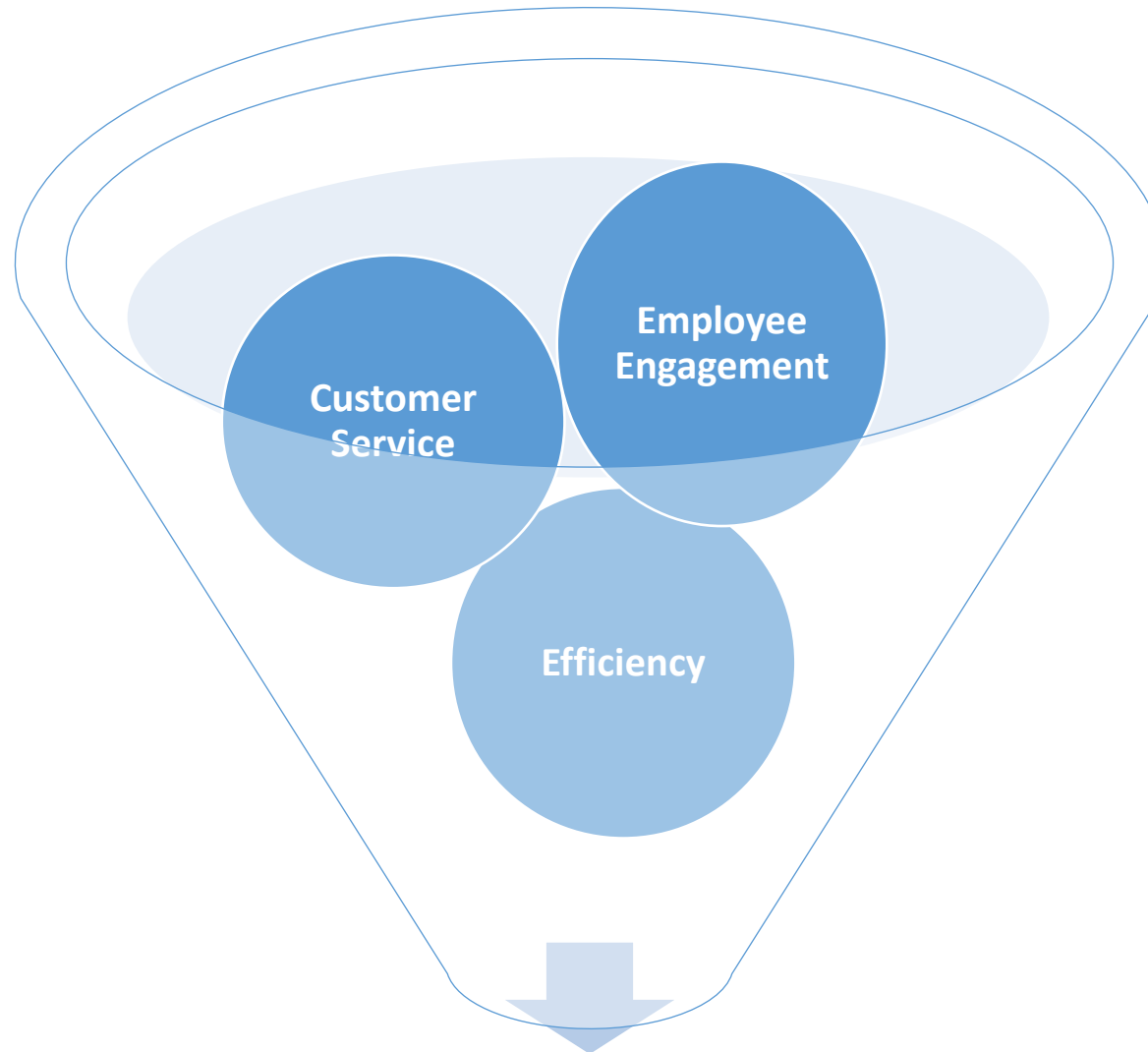
Individuals attending  
classes on contract  
administration & terms

1

NC Contract  
Administration Guide



# 2017 Revised Performance Measure Inputs



# 2017 Revised Key Performance Indicators (KPIs)

## Efficiency

- Cost Savings
- Responsiveness
- Touchpoint Reduction
- Cycle Times

## Customer Service

- Responsiveness
- Quality (on-time, on budget)
- Right First Time
- Customer Satisfaction Survey

## Employee Engagement

- Survey
- Employee Turnover
- GRIP (Grass Roots Improvement Program)
- Productivity Index

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# Superior Customer Service, Responsiveness, and *EXCELLENCE In All We Do*

## Citizens



Division of Non-Public Education provided services for the **74,653 registered home schools and 118,268 students** during 2015-16 school year

Federal Surplus Property was **directed to Hurricane Matthew relief effort**

## Businesses



HUB **promotes economic opportunities** in State government contracting and procurement

1,137 State contracts awarded in 2016

## Government Agencies



Surplus property sales are returned to agency budgets

Facility Management maintains 169 buildings; 7.3 million sq. ft.

State Property oversees **12,000 building assets**

Motor Fleet manages 7,200+ vehicles

**Enablers for Success: Leadership/ Values/ Culture of Trust/ Employee Engagement**

# Divisions

- Office of Fiscal Management
- State Property Office
- State Surplus Property
- Federal Surplus Property
- State Construction Office
- Motor Fleet Management
- Facility Management
- Purchase and Contract
- State Parking
- Mail Service Center
- Council for Women and Youth Involvement
- Commission of Indian Affairs
- Division of Non-Public Education
- Human Relations Commission
- License to Give Trust Fund
- Office for Historically Underutilized Businesses
- Office of Justice for Sterilization Victims